



JOB DESCRIPTION

Post:	Patient Safety Partner (Parent / Carer / Adult)
Salary:	Voluntary role with reasonable expenses May rise to £150 per day + reasonable expenses in accordance with NHSE Framework for Involving Patients in Patient Safety
Hours:	Flexible up to 15 hours per month
Term:	2-3 years
Responsible to:	Patient Safety Specialist

Job Summary:

The way the NHS understands and learns from patient safety incidents is changing. The Patient Safety Partner – or PSP as we commonly refer to the role - is a new and evolving role developed by NHS England to help improve patient safety across health care in the UK. The PSP will work alongside children, young people, families and staff to influence and improve safety within our services. A PSP is actively involved in contributing to the design of safer healthcare at all levels in the Trust.

The PSP will work closely with the staff in the Trust whose job is to keep patients safe. They will act as the voice for the children, young people and families who use our services, by engaging and working with them, and feeding back on their behalf as the patient voice at meetings with senior leaders. The PSP will also help to develop projects and programmes aimed at making a patients experience and safety at Alder Hey better, ensuring that patient safety is at the forefront of all that we do.

As this is a completely new role, and due to the Trust's commitment to safety and continuous improvement, it is likely that the role will evolve over time. The PSPs will be at the heart of working together with the Trust to develop what the day-to-day tasks look like, co-producing the role as we go forward together and sharing ideas and experience of the role.

Main duties

Some examples of what the work might look like might include:

- Talking and engaging with children, young people and families about safety and what matters to them.
- Advocating for children, young people and families to ensure that their opinions, experiences, perspectives and considerations are heard, considered and prioritised.
- Actively listening to patients. The NHS is working to get better at really hearing patients concerns.



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- Talking and engaging with staff about safety and what matters to them.
- Providing a different perspective and insight on patient safety using the lived experience to help develop safety programmes in the Trust.
- Supporting the delivery of some of the patient safety training for staff.
- Being part of patient safety projects working to improve safe care and our systems.
- Helping the Trust to understand what we do well and how we can do this more of the time.
- Helping the Trust to develop patient safety information resources, like guides and checklists.

In the future as the role evolves and the PSP gains more experience the role may involve:

- Contributing to patient safety investigations and learning from incidents. The NHS are changing how we investigate incidents as we recognise that when something goes wrong it is very rarely an individual person who is responsible. We will be using new ways to review incidents, finding out what really happened and supporting everyone involved; this is called the Patient Safety Incident Response Framework.
- Contributing to safety governance by being part of relevant safety and quality committees and providing challenge to ensure learning and change.
- Joining meetings with the executive team and senior managers to check and challenge.
- Joining interview panels for staff patient safety roles.
- Inputting into any relevant Trust strategies and policies relating to patient safety.

The PSP will need to comply with Trust policies and maintain strict confidentiality in respect to discussions and information when required.

Key working relationships

Internal:

- Children and Young People's Forum
- Young Volunteers
- Patient Safety Team
- Patient Experience Team
- Brilliant Basics Quality Improvement Team
- Governance Team
- Divisions

External:

- Over time, network and share learning with other PSPs in the region, nationally, and in paediatric practice



Skills and experience

Experience is not essential however a genuine desire to support patient safety improvement is very important. PSPs may be a previous patient from any health care setting, a parent or carer, a family member, or other laypeople including NHS and social care staff from other organisations (PSPs will not be current paid staff members of the Trust).

The following personal qualities are needed:

- Able to communicate well with children, young people and family members, effectively listening to and gaining their views and then acting as their voice and a champion representing their perspective, needs and interests.
- Confidence to work collaboratively with staff on patient safety projects always acting as an advocate for patient safety and always respecting the views of others.
- Able to provide and apply your own lived experience.
- Act with integrity and commitment to openness, transparency, equality, inclusiveness and working to high standards.

Training

PSPs will attend induction training and will have a period of induction and training to the role which will include but is not limited to:

- Patient Safety Level 1
- Equality, Diversity and Human Rights
- Safeguarding Children Level 1
- Safeguarding Adults Level 1
- PREVENT awareness
- Information Governance
- Fire Safety
- Health, Safety and Welfare
- Infection Control Level 1
- Risk Management

Specific individual training needs will be identified as part of induction and during the tenure of the PSP.

Support for the role includes:

- Mentorship from the Patient Safety Team
- Monthly group discussion and reflection with the PSPs facilitated by the Associate Director of Nursing and Governance



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- Access to SALS
- Attend debriefs

Support to colleagues

- Support the young PSPs (aged 8-16 years).
- Support the young person PSPs (aged 16-18 years)
- Take part in PSP networks to receive peer support and share learning.

Personal

- Adhere to the principles of the PSP agreement
- Inform relevant person if unable to attend as planned and agreed
- Ensure that any confidential information and data is stored and used in line with the Trust's Information Governance Policy
- Act always in line with the Trust's values and values based behaviours:



We pride ourselves on the quality of our care, going the extra mile to make Alder hey a safe and special place for children and their families.



We are committed to continually improving for the benefit of our patients.



We are open and honest and engage everyone we meet with a smile.



We show that we value every individual for who they are and their contribution.



We work across the Alder Hey community in teams that are built on friendship, dedication, care and reassurance.

Communication

- Report any safety incidents to staff.
- Ensure that patient confidentiality is always maintained.

Infection control

- Adhere to the principles of hand hygiene when entering and leaving ward areas.



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- Act as a patient safety advocate and encourage visitors and staff to adhere to the principles of hand hygiene and direct them to hand washing facilities where necessary.

Equality and diversity

- Support the Trust in developing a more inclusive culture where every child, young person, family member and staff member feels seen and heard in order to gain a wide
- Have an understanding of individual patients' needs; consideration for cultural and religious requirements.
- Act in accordance with the Trust's policy and procedures.

Health and safety

- Report any environmental factors that may contravene health and safety requirements.
- Ensure that all work is carried out in line with trust policies and procedures.
- Attend induction and regular mandatory training.

Mandatory Statements

1. As an organisation which uses the Disclosure and Barring Service (DBS) Disclosure service, the Trust complies fully with the DBS Code of Practice and undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

We meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all job applicants will be subject to a criminal record check from the Disclosure and Barring Service before an appointment is confirmed. This will include details of convictions cautions and reprimands, as well as 'spent' and 'unspent' convictions. A criminal record will not necessarily be a bar to obtaining a position. A decision will be made depending on the nature of the position and the circumstances and background of the offences.

2. The Trust is pro-diversity and anti-discrimination. Trust policies prohibit discrimination, victimisation, bullying or harassment. The Trust is committed to treating people equally, whether they are patients, colleagues, suppliers or other customers. We would like all our families and staff to feel valued and respected because we try to understand and provide for their individual needs.
3. The Trust is committed to promoting an environment that embraces diversity and promotes equality of opportunity. Staff should apply the values of respect, excellence, innovation, togetherness and openness in all that they do to ensure that Alder Hey truly belongs to everyone.
4. In the course of your duties you may acquire or have access to confidential information which must not be disclosed to any other person unless in the pursuit of your duties or with specific permission given on behalf of the Trust.



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You must ensure that you handle personal information in accordance with the requirements of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018

5. You are reminded that, in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, you have a duty to take reasonable care to avoid injury to yourself and to others by your work activities and are required to co-operate with the Trust in meeting statutory requirements.
6. You must ensure that you adhere to the Trust Infection Control policies and procedures at all times. You have a duty of care under the Health Care Act to prevent the spread of infection.
7. Within the NHS, good patient care is reliant on the availability of complete, accurate, relevant and timely data. The quality of information can limit the capability to make operational decisions about the way care is planned, managed and undertaken. Poor information quality can lead to poor decision making and may put service users at risk. High quality information means better, safer patient care. Where you are required to record data on systems, whether patient or staff data, or paper or electronic format you must ensure that is it up to date, accurate, complete and timely. You have a responsibility to ensure that you feel sufficiently knowledgeable about the system you are asked to use and what is required of you in order to fulfil your task accurately. Where an error is created or discovered by yourself on any system which you cannot rectify, you must contact the relevant helpdesk / system owner or your Line manager. Please read the Data Quality and Information Governance Policies located on the Intranet and ensure you understand your responsibilities.
8. Alder Hey Children's NHS Foundation Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Staff have a responsibility to ensure they are aware of specific duties relating to their role and should familiarize themselves with the Trust's safeguarding and child protection procedures, regular safeguarding and child protection training updates are mandatory for all staff. All individuals will have some risk management responsibilities with which you are required to comply, for details of your responsibilities please refer to the current Risk Management Strategy which is available on the intranet and in the local strategies folder.
9. You must comply with all Trust policies and procedures and attend all necessary mandatory training.
10. This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties.
11. Your job description will be subject to regular review with your Line Manager.



Person Specification

Experience and Knowledge	Essential	Desirable
Genuine desire to support patient safety improvement	√	
Experience of caring for a child or young person receiving NHS care	√ Essential to meet criteria for one	
Experience of caring for an adult receiving NHS care		
Experience of being a patient requiring hospital care and treatment		
Experience of advocating for a certain client group		
Able to communicate well with children, young people and family members and act as their voice	√	
Confident to engage with and work collaboratively with staff	√	
Able to provide and apply your own lived experience		√
Always act with integrity and commitment to openness, transparency, equality, inclusiveness and working to high standards	√	
Always act politely and respectfully	√	